

**STATE OF MINNESOTA**  
**Minnesota State College and Universities, ITS System Office**  
**Staff Augmentation for Tier 1 and Tier 2 Help Desk Support resources” SOW**  
**#3187**

1. Can MnSCU please breakdown the percentage of which location it anticipates needing the selected resources (i.e. St. Paul, 40% / Minneapolis, 40% / Waite Park, 20%)

“The on-site locations are the MnSCU System Office 30 Seventh Street East, Suite 350 St. Paul, MN 55101, MnSCU Quarry Center 314 10th Avenue South Suite 140 Waite Park, MN 56387 and MnSCU WBOB (West Bank Office Building) 1300 South 2nd Street, Room 10 Minneapolis, MN 55454-1075.”

Will the resource(s) be assigned to a single location of the three or will the resource(s) rotate to the different locations and many resources will be required for this effort?

**Response 1.** The immediate need is for at least one (1) individual at the Waite Park location due to fall school start. The other locations could be filled as needed throughout the school year.

2. Is there an incumbent vendor who is currently, or has previously, been engaged to perform duties similar to the work outlined in this SOW?

If yes, who is the incumbent vendor and will they be permitted to respond to this SOW?

**Response 2.** LCI Lawinger Consulting, Inc. has provided staff augmentation and is currently providing staff augmentation. Any approved vendor under the 902TS program can and may respond if they so choose, and will be fairly evaluated per the evaluation criteria defined in the SOW.

3. Please confirm whether selected vendor will be paid on an hourly basis for services provided under this contract, based on MnSCU approved contractor time sheets, or if selected vendor will be paid based on completed/signed-off deliverables?

**Response 3.** Contractor will be paid hourly, and no travel expenses.

4. What is the anticipated daily work schedule for selected vendor resource(s) (8AM - 5PM, Monday thru Friday)?

**Response 4.** Anticipated work hours are business hours, but will be defined per request. There is a possibility of weekends and holidays.

5. Please confirm that the anticipated utilization of selected resource(s) will be full-time 40 hours per week (excluding State holidays) for the duration of the contract?

If no, please provide anticipated utilization?

**Response 5.** Resource(s) will be requested “as needed” and the work hours defined at the time of request. There is a possibility of weekends and holidays.

6. Will selected vendor resource(s) be required to perform off-hours, on-call support work?

**Response 6.** No.

7. Please confirm that vendor assigned resource(s) will be working at the direction and under the supervision of a MnSCU Project Manager.

**Response 7.** The resource(s) will be working under MnSCU supervision.

8. Please confirm that MnSCU will provide selected contractor resource(s) with the laptop/desktop computer, hardware, software, and peripherals needed to perform the duties outlined in this SOW.

**Response 8.** All equipment/technology needed to perform the work duties shall be provided by MnSCU

9. How many contractor resources does MnSCU anticipate selecting and needing to perform the duties outlined in this SOW?

**Response 9.** MnSCU reserves the right to none, one or more contracts with the intent to obtain helpdesk resources “as needed”.

10. Does MnSCU anticipate awarding multiple contracts to obtain the resources needed to perform the duties outlined in this SOW? Or does MnSCU intend to award a single contract to one vendor to provide the multiple resources needed to perform the duties outlined in this SOW?

**Response 10.** MnSCU reserves the right to none, one or more contracts with the intent to obtain helpdesk resources “as needed”. MnSCU is looking for possible multiple opportunities to source contractors during high volume times.

11. Can you please confirm how many helpdesk resource(s) MnSCU want to procure via this SOW?

**Response 11.** MnSCU reserves the right to none, one or more contracts with the intent to obtain helpdesk resources “as needed” with the immediate need of at least one (1) individual at the Waite Park location.

12. If MnSCU anticipates needing to secure more than one helpdesk resource, is it MnSCU's intent to award a single contract to one vendor or award multiple contracts to multiple vendors?

**Response 12.** MnSCU reserves the right to none, one or more contracts with the intent to obtain helpdesk resources "as needed". MnSCU is looking for possible multiple opportunities to source contractors during high volume times.

13. Is it possible to hold interviews via phone or webcam?

**Response 13.** Yes.

14. How many resources are you looking for?

**Response 14.** Our immediate need is at least one (1) individual at the Waite Park location.

15. Will you be bringing them all from one supplier or using a blended team from multiple companies?

**Response 15.** MnSCU reserves the right to do what is in the best interest of MnSCU.

16. Will the candidate work between the 3 offices listed? If yes, will there be mileage compensation for travel between the offices? Or are you looking for staff augmentation to work in specific offices?

**Response 16.** At this time, there is only an immediate need for at least one (1) individual at the Waite Park location. Travel expenses will not be reimbursed.

17. Under Engagement Deliverables you note "Resource(S) will service MnSCU under a normal forty hour (40) work week as requested schedule"; can you clarify what you mean by "as requested schedule". Is this a full-time engagement for the contract duration?

**Response 17.** This is staff augmentation during high volume times at MnSCU at the various possible locations listed in the SOW. There is an immediate need at the Waite Park location for at least one (1) individual for fall start up.

18. How many candidates can we submit?

**Response 18.** There is not a limit, but the candidates must meet or exceed the requirements of the SOW.

19. Will the resource(s) be required to provide after hour support or have a pager/cell phone?

**Response 19.** No however, they may have to work weekends and holidays as scheduled.

20. What is the anticipated call volume for the help desk (we want to make sure that all resources have experience with at least the volume you anticipate)?

**Response 20.** At peak periods, they can receive up to 160 call/tickets per hour.

- 21.** With an anticipated award date of 9/3/2013 and interviews scheduled “upon completion of evaluation” (with an anticipated date of 8/14/2013 for beginning evaluation), will resource(s) be allowed enough time to provide a proper two week notice from their current position?

**Response 21.** Opportunities shall be based upon availability at the time of request, and each request would be independent of the others.

- 22.** Page 3 under Response Requirements bullet four ask for “References: Provide three clients using the solution.” Please verify that you are simply looking for three references from customers where we have provided help desk services and that there is no specific “solution” that we need to write to.

**Response 22.** MnSCU is looking for similar call center experience using similar tools as listed in the SOW.